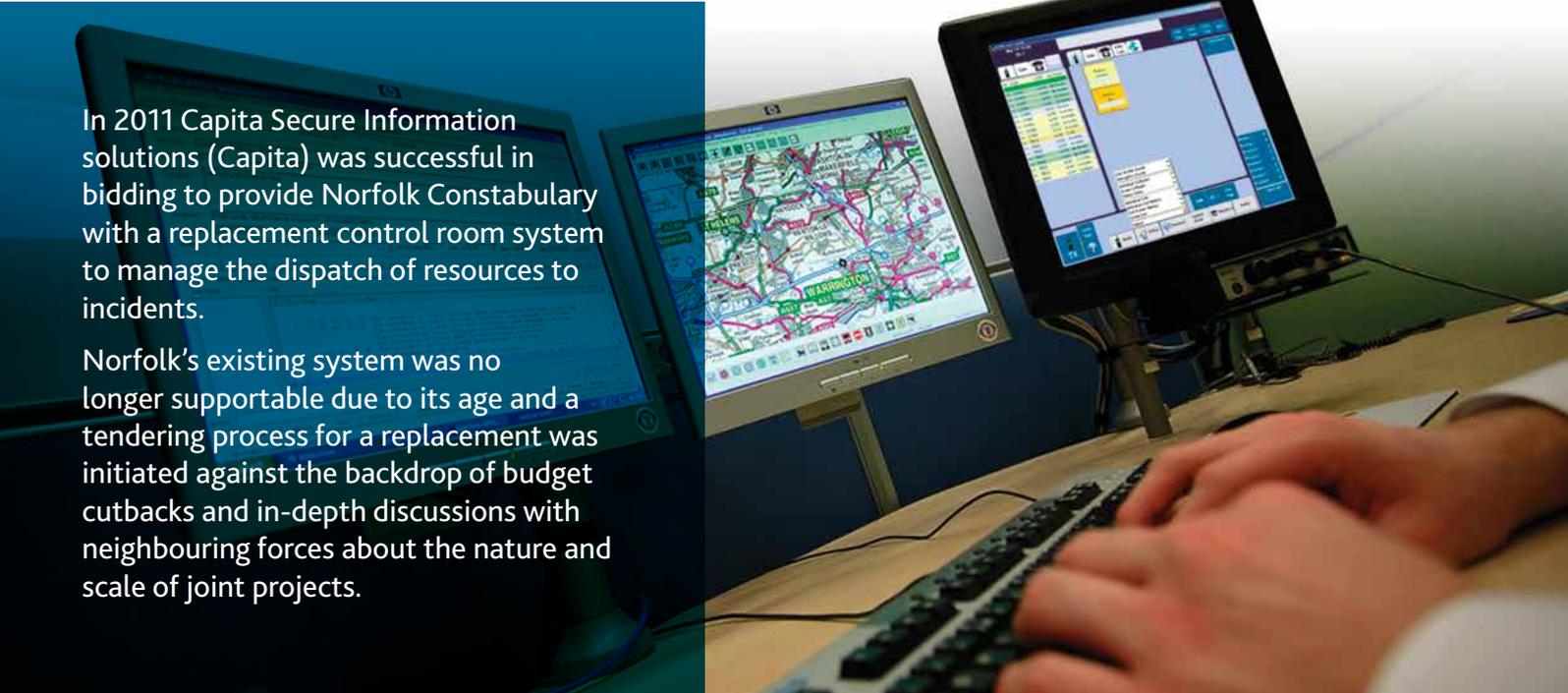


CAPITA

Investing in the future of public safety at Norfolk Constabulary through collaboration and joint systems



In 2011 Capita Secure Information solutions (Capita) was successful in bidding to provide Norfolk Constabulary with a replacement control room system to manage the dispatch of resources to incidents.

Norfolk's existing system was no longer supportable due to its age and a tendering process for a replacement was initiated against the backdrop of budget cutbacks and in-depth discussions with neighbouring forces about the nature and scale of joint projects.

Drivers for the initiative

It became apparent that Norfolk and Suffolk were collaborating on an increasing number of workstreams, including ICT, and as Suffolk already had a Capita DS2000 Integrated Communications Control System (ICCS) installed, Norfolk could benefit from implementing a similar style of technology and provide significant collaborative benefits downstream.

'It is a standard model but scaleable,' said Roger Haynes, Project Manager with Capita. 'It makes more economic sense to be standard as it costs less to develop and there is less to go wrong.'

'Norfolk wanted a digital system and the DS3000 is an evolution of the DS2000 more suited to the demands of 21st Century policing. We are not reinventing the wheel with the DS3000 – it's evolutionary, taking everything that's good from the DS2000 and improving it'.

Going live

A 'go live' date was agreed for 7 months from contract award and Capita's engineers together with force staff, worked tirelessly to install the system and the deadline was comfortably met.

Discussions are now progressing with Suffolk Constabulary to plan the most effective and efficient utilisation of the new equipment.

Roger explained: 'Other forces subscribing to the system might pay on a seat by seat basis so they don't have to buy a whole new system, representing huge savings. This could work on a regional basis but is not location dependent, non-adjacent forces can also participate, it depends more on force autonomy requirements. The DS3000 just gives that extra flexibility. It promotes the idea of collaboration'.

'It could be less than one third of the overall cost if a neighbouring force bolts onto an existing system. It's a very economic way forward.'

Norfolk's new system is based at Force headquarters in Wymondham with a fall-back site in Dereham. Standby control rooms across the force have been closed as they are surplus to requirements enabling significant savings should the force wish to re-use or dispose of the property.

Mark Jode, Joint Airwave Service Manager for Norfolk and Suffolk, said: 'Initially we wanted to replace the old system with a modern one that would give us the same functionality - anything extra would be a bonus'.

'The back office support of the system is a lot easier than the old system and there is additional functionality which should make it quicker to dispatch resources.

'There is less real estate to look after as we now use VOIP. There is less equipment so we have decommissioned a lot of kit and now have several spare racks.'

Capita's solution

On the day the DS3000 went live, operators were still sitting in the same place, officers were unaware that a new system was being used to dispatch them and there was no difference in the responsiveness from the control room.

A total of 145 people required training before the 'go live' date; Capita provided the 'Train the Trainer' Programme and Norfolk then cascaded that to all relevant operators.

Mark said: 'The project went well. The amount of resources provided by Capita during the work was very good in terms of installation and configuration. There were plenty of people around and communications have been excellent'.

'My overall impression has been very good. Everything went very well given the tight timeline to which we were working.

'Force control rooms are paramount to the daily running of the Constabulary so the least disruption the better. Interruptions were minimised. I can't fault the Capita field engineers - who investigated faults and took logs, where initial teething problems were identified – they have given good service and support and shown a real willingness to help'.

'Collaboration is being driven by the Chief Constables of both Norfolk and Suffolk. They want both forces to have the ability to communicate and utilise joint systems. Force staff must be able to communicate across all platforms. They are working together on other joint systems so they need to be able to do the same with ICCS.

We made the investment in the DS3000 because we needed a new system and were looking at collaboration. It was the right choice.'

Roger said: 'The DS3000 adapts to delivery - if forces want to close control rooms and have one 'super' control room we can do that; if they want to keep all local control rooms we can support that choice as well, it's just seats in different locations. The system is network dependent not location dependent.

Andrew Williams, account manager for Suffolk and Norfolk Constabularies, added: 'Our winning theme securing the bid was that over time our solution could save money in terms of investment and regional collaboration.

'Our system is flexible and able to be used in a regional context'.

'We emphasised that although it was a very new system, it was based on over 20 years' experience in developing, supplying and supporting the public safety sector. The DS3000 encompasses many new technological methodologies in an established system. It's future proof.

'The use of this technology would be an asset for any force looking to collaborate or improve its own efficiency levels'.

'The DS3000 was developed in order to meet collaborative requirements and address budget cuts.

'Norfolk was the first customer to procure which, given its intention to merge with Suffolk, made it a perfectly placed implementation.'

Mark said: 'Being the guinea pig for a new system means you can have some influence on how its put together – you find out what works for you and what doesn't! The plus is that when you fix a fault it can be very beneficial to the force.

Messages:

- Investing in the future of public safety
- Ideal for collaboration
- Scalable
- Flexible
- DS3000: a market leading product
- Technology is able to drive down costs
- Network dependent not location dependent

Customer:

- Norfolk at the forefront of technology
- This system gives us flexibility
- We have extra functionality
- We envisaged a new system would reduce our real estate – and it has . . .
- Communications with Capita were excellent
- My overall impression is it's very good

Project Manager:

- We are not reinventing the wheel with the 3000 it's evolutionary taking everything that's good from the 2000.
- It's a very economic and effective solution
- It promotes the idea of collaboration
- It is a standard model